

# Community vs Premium plans

## Feature Comparison

Unlimited users	Up to 50 users	Custom users	Custom users
<p><b>Community</b></p> <p>Open-source deployments for teams exploring Rocket.Chat</p> <p><b>\$0</b> user/month</p> <p><b>Get started</b></p>	<p><b>Starter</b></p> <p>Self-managed deployments at a limited scale for small teams</p> <p><b>\$0</b> user/month</p> <p><b>Deploy</b></p>	<p><b>Pro</b></p> <p>Secure single-instance deployments for growing teams</p> <p><b>Custom pricing</b></p> <p><b>Talk to Sales</b></p>	<p><b>Enterprise</b></p> <p>High availability and governance for mission-critical, multi-instance operations</p> <p><b>Custom quote</b></p> <p><b>Talk to Sales</b></p>

Community	Starter	Pro	Enterprise
-----------	---------	-----	------------

### Secure messaging essentials

Secure messaging is the foundation of collaboration in high-stakes environments. Rocket.Chat provides a governed messaging space with structured channels, direct and group exchanges, threaded conversations, and message lifecycle controls. All communications are traceable, auditable, and searchable, with support for multimedia and translations.

Conversation taxonomy	Defines how discussions are structured in Rocket.Chat. Helps large programs keep communications organized by mission, team, or classification.	✓	✓	✓	✓
Channel governance	Configure private, public, broadcast, or read-only channels with strict access controls. Ensures communications follow policy and security rules.	✗	✓	✓	✓
Direct and group messaging	Secure one-to-one and team chats within Rocket.Chat. Reduces reliance on unapproved tools.	✓	✓	✓	✓
Threaded conversations	Keeps related replies grouped under one message. Prevents loss of context in operational discussions.	✗	✓	✓	✓
Message formatting	Supports bold, italics, code blocks, and more. Improves clarity in technical, policy, and operational messages.	✓	✓	✓	✓
Message editing	Allows corrections or updates to sent messages. Reduces confusion and ensures accuracy in official communication.	✗	✓	✓	✓
Message lifecycle management	Controls how long messages are stored and when they are deleted. Supports compliance with record-keeping and data retention policies.	✓	✓	✓	✓
Delivery and read receipts	Confirms when a message is delivered and read. Increases accountability in time-sensitive communications.	✗	✓	✓	✓
Searchable chat history	Full-text search across past messages and files. Speeds up access to mission-critical information.	✓	✓	✓	✓
Multimedia and data sharing	Send and receive files, images, and documents securely. Avoids leakage through consumer apps or email.	✗	✓	✓	✓
Automatic messages translations	Translates messages into multiple languages in real time. Enables collaboration across international and coalition teams.	✓	✓	✓	✓
Audio and video messages	Record and send secure voice or video clips. Useful in mobile or field environments where typing is not practical.	✗	✓	✓	✓
Localization in 64 languages	Supports interface translation into 64 languages. Enables global teams to communicate and navigate the platform in their preferred language.	✓	✓	✓	✓

### Real-time communications

Mission execution often hinges on live collaboration. Rocket.Chat enables secure voice and video conferencing with the assurance that every session is authenticated, monitored, and logged. Teams can coordinate meetings, exchange intelligence, and capture context through integrated chat and whiteboarding to make well-informed decisions faster.

Sovereign AI	Rocket.Chat AI puts you in full control of your intelligence operations. Sensitive data stays within your environment, ensuring sovereignty, compliance, and trust. By leveraging your own models and in-house data, teams receive context-aware answers that are faster, more accurate decisions. Insights from long threads become actionable knowledge, while governance and access controls guarantee that AI operates securely and in line with organizational policies. Available as an Enterprise add-on.	✗	✗	✗	✓
Voice calls	Enables instant internal peer-to-peer calls via WebRTC, with optional SIP integration for external calling. Supports presence-aware call transfers and centralized call history, ensuring voice activity is traceable, reviewable, and auditable within your workspace. Available as an Enterprise add-on.	✗	✗	✗	✓
Video calls	Secure, encrypted video calls via Jitsi, Jitsi Meet, Zoom, and more. Start or join calls directly from Rocket.Chat for classified and sensitive discussions.	Only Jitsi Meet and BigBlueButton integrations	✓	✓	✓
Multi-party conferencing	Host secure group calls for distributed teams or coalition partners. Ensures collaboration without reliance on commercial platforms.	✗	✓	✓	✓
Meeting and calendar coordination	Receive notifications and join meetings directly from Rocket.Chat. Reduces friction by keeping contacts and calendars in one place.	✗	✓	✓	✓
In-context whiteboarding	Enables secure visual collaboration during calls. Useful for planning, diagramming, or mission reviews.	✗	✓	✓	✓

### Identity & Access Management (IAM)

Identity is the first line of defense. Rocket.Chat enforces strong authentication, centralized access control, and fine-grained role permissions to safeguard every user session. From directory integrations to phishing-resistant MFA, we ensure that only verified users gain entry and that administrators retain full authority over credentials, groups, and session activity.

Active directory / LDAP Authentication	Connect Rocket.Chat to your organization's Active Directory or LDAP for seamless user authentication. Ensures secure and managed access across teams.	Basic capabilities only	✓	✓	✓
Single sign-on (SAML, OAuth 2.0, OpenID Connect)	Enables users to log in with existing enterprise credentials through SSO standards. Reduces password fatigue and strengthens security compliance.	Basic capabilities only	✓	✓	✓
LDAP and SAML user groups mapping	Maps existing directory groups to Rocket.Chat channels and roles. Simplifies user provisioning and keeps access aligned with organizational structure.	Basic capabilities only	✓	✓	✓
Multi-factor authentication (MFA)	Adds a second layer of login verification, improving protection against unauthorized access. Can be applied per user or organization-wide.	Basic capabilities only	✓	✓	✓
Phishing-resistant MFA (FIDO2/WebAuthn)*	Planned support for hardware-backed authentication. Will offer strong protection against phishing and credential theft.	✗	✗	✗	✓
Role-based access controls	Granular permissions that define exactly what users can see and do. Provides fine-grained access in complex, highly regulated environments.	✗	✓	✓	✓
Custom roles	Create roles tailored to specific organizational or operational requirements. Ensures precise alignment between responsibilities and system privileges.	✗	✗	✗	✓

### Classified intel protection

Rocket.Chat secures sensitive communications against unauthorized access while ensuring mission-critical data remains retrievable and auditable. All exchanges are preserved in line with policy and monitored for potential risks. This provides both immediate security and long-term compliance and resilience.

End-to-end encryption	Optionally enable encryption for messages and files so that only intended recipients can read them. Provides an added layer of confidentiality for sensitive communications.	✓	✓	✓	✓
Encryption key management*	Planned centralized control for encryption keys. Will allow organizations to manage, rotate, and audit keys for compliance and operational security.	✗	✗	✗	✓
Export end-to-end encrypted chats	Securely export encrypted chat history without compromising data. Supports regulatory reporting and operational audits.	✓	✓	✓	✓
Custom data retention policies	Set how long messages and files are stored. Ensures compliance with government or agency record-keeping requirements.	✗	✓	✓	✓
Data breach handling (report messages)	Enables any user to flag and report potential data leakage. Flagged content is immediately suppressed, and a designated security team is notified with context about the potential exposure.	✓	✓	✓	✓
Data loss prevention policy	Prevents accidental or intentional sharing of sensitive information outside approved channels. Protects classified or regulated content.	✗	✓	✓	✓
Automated content moderation & monitoring	Monitors messages for policy violations or sensitive data exposure. Helps enforce compliance without slowing team collaboration.	✓	✓	✓	✓

### Information governance

Traceability and accountability are built in at every level. Rocket.Chat captures detailed logs of messages, files, and access events, producing compliance-ready records for audits and regulatory reporting. Administrators gain full visibility into activity and authentication, ensuring governance, transparency, and operational integrity across the organization.

Administration security event logging	Logs every administrative action in Rocket.Chat, showing what was changed and by whom. Helps teams quickly spot misconfigurations or unauthorized changes, strengthening operational security.	✗	✗	✗	✓
Audit trails - messages and files	Creates a secure, traceable record of all messages and file activity. Ensures accountability and supports compliance or forensic investigations.	✗	✗	✗	✓
Authentication and access logs	Records all login attempts to detect suspicious access and help enforce security policies.	✗	✗	✗	✓
Compliance-ready reports and exports	Easily export messages, files, and audit logs in formats suitable for regulatory audits. Helps demonstrate adherence to organizational policies and supports governance requirements.	✗	✗	✗	✓

### Zero trust architecture

Rocket.Chat is built on zero trust principles, continuously evaluating access requests to ensure users, devices, and sessions are authenticated and authorized. Attribute-based controls enforce least-privilege access, while integration with policy decision points enables dynamic, context-aware enforcement, reducing risk across all communications.

Attribute-based channel access control	Controls access to channels based on user attributes like role, department, or clearance level. Ensures sensitive conversations are only visible to authorized personnel.	✗	✗	✗	✓
Dynamic attribute-based access controls	Import authoritative attributes from LDAP to enforce access in real time. As roles, mission assignments, or clearance levels change, Rocket.Chat automatically updates access to only cleared personnel retain visibility into classified rooms.	✗	✗	✗	✓
Support for Policy Decision Point (PDP) integration*	Connects with enterprise PDPs to enforce access rules and automate policy checks. Keeps access decisions centralized while maintaining fine-grained control over all channels.	✗	✗	✗	✓

### Security-optimized mobility

Rocket.Chat ensures secure access on the move. Mobile sessions are protected with biometrics and data-at-rest encryption, while push notifications maintain strict privacy controls. Administrators can enforce remote logout and leverage mobile management integrations to maintain full visibility and control, enabling teams to operate securely from any location.

Mobile biometrics	Enforce PIN, fingerprint, or FaceID for app access. Ensures only authorized users can open the app, strengthening device-level security.	✓	✓	✓	✓
Mobile data-at-rest encryption	Encrypts messages and files stored on devices. Keeps sensitive information safe even if a device is lost or stolen.	✗	✓	✓	✓
Unlimited push notifications	Receive real-time alerts for messages, mentions, and updates on mobile devices. Ensures teams stay informed and can respond promptly, even when away from their workspace.	Up to 10,000 per month	✓	✓	✓
Secure ID-only push notifications	Customizes how push notifications appear on devices. Protects sensitive information from being displayed on lock screens or previews.	✗	✓	✓	✓
Remote device logout	Administrators can log users out from mobile devices remotely. Helps prevent unauthorized access if a device is compromised.	✗	✗	✗	✓
Enterprise Mobility Management (AppConfig) support*	Planned support for EMM/MDM tools via AppConfig. Will allow centralized device configuration and security management.	✗	✗	✗	✓
Custom mobile push gateway	Ability to use the Rocket.Chat gateway or a custom gateway. Use your own APNs/FCM keys, and restrict the app to your server.	✗	✓	✓	✓

### Extensibility & Customization

Every mission environment is unique. Rocket.Chat provides the flexibility to embed secure chat into existing systems, integrate with mission apps, and automate workflows through Apps Engine. Visual and language customization ensures the system reflects the organization's identity while remaining fully interoperable across units and partners.

Apps integration	Connect Rocket.Chat with pre-built apps from the Marketplace. Extends functionality without custom development, speeding up deployment.	Up to 3 private apps and 5 marketplace apps	✓	✓	✓
Apps-Engine (custom apps)	Develop custom apps using Apps-Engine, which is a TypeScript-based developer tool with a ready-to-use framework, pre-built components, and modules. Enables tailored workflows and automation to meet your organization's exact needs.	✓	✓	✓	✓
Embeddable chat (APIs, SDKs or iframe)	Build fully customized front-ends on Rocket.Chat's backend or embed the platform directly via iframe. Lets teams and external users communicate securely without leaving your environment.	✗	✗	✗	✓
Visual customization	Allows you to personalize the appearance of your Rocket.Chat workspace, adjusting both the visual theme for a more comfortable and accessible experience and the layout, which includes defining content, applying custom CSS, and incorporating JavaScript. This provides an interface tailored to individual preferences and work environment needs.	✓	✓	✓	✓
White-labeling	Customize Rocket.Chat branding to match your organization. Ensures a consistent visual identity for internal or customer-facing deployments.	✗	✗	✓	✓
Custom themes, emojis and sounds	Tailor the look, feel, and notifications of the platform. Improves user engagement and aligns the interface with organizational culture.	✓	✓	✓	✓
Custom user status and attributes	Define personalized user statuses and attributes. Provides richer context about roles, availability, or operational function within the team.	✗	✓	✓	✓

### System performance and scalability

Operational tempo demands platforms that can scale without interruption. Rocket.Chat scales to support thousands of users, maintain uptime under heavy load, and recover quickly. With microservices scaling and continuous monitoring, agencies can ensure resilient, reliable, and mission-ready communications.

Presence service	Shows which users are online, away, or inactive in real time. Provides situational awareness for mission-critical operations, enabling teams to coordinate effectively and respond quickly when timely collaboration matters.	Up to 100 users	✓	✓	✓
High-volume concurrent users	Handles large numbers of users online at the same time without impacting performance. Ensures mission-critical operations continue smoothly, even during peak usage or coordinated exercises.	✗	✗	✗	✓
High availability architecture	Built with redundancy and failover to prevent downtime. Keeps Rocket.Chat operational round-the-clock, which is critical for government and defense teams that cannot afford service interruptions.	✗	✗	✗	✓
Workspace and channel throughput	Optimized to handle high volumes of messages, files, and interactions across multiple workspaces and channels. Ensures teams can communicate seamlessly without delays or message loss.	✗	✗	✗	✓
Performance monitoring and alerts	Track system health in large deployments, including deployments on high availability clusters, using advanced performance monitoring integrated with Grafana and Prometheus.	✗	✗	✗	✓
Server logs	Maintains detailed logs of system activity and resource usage. Supports troubleshooting, compliance, and forensic investigations to meet strict regulatory standards.	✓	✓	✓	✓
Disaster recovery	Comprehensive backup and recovery processes to restore service quickly after failures or incidents (for cloud workspaces only). Minimizes downtime and protects sensitive information in critical environments.	✗	✗	✓	✓
Microservices scaling	Improves scalability and fault isolation within your workspace. By dividing Rocket.Chat into specialized services, each component operates independently, optimizing performance and simplifying maintenance.	✗	✗	✗	✓
Multiple instance architecture	Supports multiple Rocket.Chat instances working together. Allows organizations to segment workloads, improve resilience, and maintain high performance across diverse operational units.	✗	✗	Single instance only	✓

### Cross-agency collaboration

Rocket.Chat enables secure collaboration across Mission Partner Environments, connecting federated workspaces and cross-platform bridges. Teams can share multimedia, manage threaded discussions, and communicate in real time, all under strict governance, access controls, and full auditability.

Native Rocket.Chat Federation	Rocket.Chat provides a native federation capability built on the Matrix protocol, enabling controlled collaboration across independent Rocket.Chat deployments, with optional interoperability with compatible Matrix-based platforms.	✗	✓	✓	✓
Shared federated channels	Collaborate across organizations using shared federated channels that include users from multiple Rocket.Chat deployments, while maintaining clear identity boundaries and workspace-level governance.	Direct messages only	✓	✓	✓

### Regulatory and standards compliance

Rocket.Chat meets strict regulatory standards across defense and government, including ISO 27001, SOC Type 1, GDPR, Iron Bank certification, and DoD IL6 networks, while fully supporting accessibility for secure, compliant, mission-ready communications.

ISO 27001 certification	Rocket.Chat is certified to ISO 27001 standards. Demonstrates robust information security management practices and commitment to protecting sensitive data.	✓	✓	✓	✓
SOC Type 1 assurance	Independent assessment of Rocket.Chat's controls and processes. Provides confidence in operational security and internal controls for enterprise deployments.	✗	✓	✓	✓
Support for GDPR compliance	Built-in features to help meet EU data privacy regulations. Ensures proper handling, storage, and processing of personal data.	✓	✓	✓	✓
Iron-bank certified	Rocket.Chat is listed on the DoD Iron Bank approved for secure DoD software deployment. Confirms security and compliance for government containerized deployments.	✗	✓	✓	✓
DoD ATU upto IL6	Authorized to operate at DoD Impact Level 6. Supports highly sensitive data handling and mission-critical operations.	✗	✓	✓	✓
Classified network operations - NIPR, SIPR, JWICS	Supports deployment in classified networks. Enables secure communications across multiple U.S. government classification levels.	✗	✓	✓	✓
Global accessibility compliance (WCAG 2.1)	Ensures the platform is usable and accessible by all personnel, including those with disabilities.	✓	✓	✓	✓

### Deployment and critical infrastructure hardening

Rocket.Chat delivers deployment flexibility for the most demanding environments. Whether operated fully on-premise, hosted with dedicated enterprise resources, deployed in air-gapped networks, or launched through streamlined enterprise tooling, every option is designed to uphold mission security, compliance, and operational resilience.

On-premise infrastructure	Deploy Rocket.Chat entirely within your own environment. Provides full control over data, security, and operational resilience.	✓	✓	✓	✓
Premium and dedicated hosting	Access enterprise-grade hosting with dedicated resources. Ensures consistent performance and strong isolation for mission-critical workloads.	✗	✗	✓	✓
Air-gapped operations support	Supports deployment in isolated networks disconnected from the Internet. Enables secure communication in highly sensitive environments.	✗	✗	✓	✓
Launchpad deployment	Streamlined deployment tools to quickly set up Rocket.Chat in enterprise or classified environments. Reduces setup time while ensuring compliance and best practices.	✗	✓	✓	✓

### Support

Rocket.Chat provides comprehensive support designed for mission-critical operations. Teams benefit from professional services, rapid incident response, and expedited issue resolution. With round-the-clock access to experts, 24/7 on-call coverage, dedicated hotline support, and long-term support (LTS), organizations can maintain reliable communications.

Professional services	Access expert guidance for deployment, integration, and optimization of Rocket.Chat. Helps ensure smooth implementation and maximum value from the platform.	✗	✗	✗	✓
Support options	Choose from multiple support tiers to match your organization's needs. Provides responsive assistance to maintain uptime, security, and operational continuity.	Peer-to-peer community assistance	Peer-to-peer community assistance	Standard operational support	Support+ and Mission Critical Support

\*Planned for release in 2026